DOCUMENT RESUME

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ABSTRACT

The Senior Citizen Questionnaire was mailed to 779 senior citizens who were members of the Cerritos College Golden Key Club. One hundred sixty-eight or 21.6 percent returned a completed questionnaire. Some of the findings presented were: (1) concerning subject matter areas of importance, "hobby and recreational subjects" was considered the most important; (2) the program activity senior citizens would be most likely to participate in was "museum tours, demonstrations, field trips, visits"; (3) programs for older adults should be located in "community centers"; (4) senior citizens would like to see a "senior center or club" provided; (5) in setting up a program for older adults, the senior citizen felt that Cerritos College should emphasize "coping better with daily life problems--health, finance"; (6) the occupational area was "General Office Services"; (7) the majority of the senior citizens who responded to the survey stated that they would not be interested in visiting the career guidance center to explore employment possibilities; (8) the majority of the respondees were over 55; (9) the majority of the respondees were females; and (10) Norwalk had the largest percentage of respondees. (Author)

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SURVEY OF SENIOR CITIZENS

Office of
Institutional Research
Cerritos College
September, 1974

Gary F. Schaumburg
Director of Research

JC 740 384

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INTRODUCTION

The Senior Citizen Questionnaire was developed and administrated by the Office of Institutional Research in conjunction with the Office of Community Services and participating member colleges of the Southern California Community College Institutional Research Association. This questionnaire along with a cover letter was mailed to seven hundred seventy nine (779) senior citizens who were members of the Cerritos College Golden Key Club. One hundred sixty eight (168) or 21.6% returned a completed questionnaire.

Analyses of the responses to this questionnaire are presented on the following pages.

Item 1

Please check (✓) any of the following subject matter areas that are important to you.

Rank Order of Items in Response to, "Please check any of the following subject matter areas that are important to you."

Rank		Frequency of Responses	Percent of Total Responses
1	Hobby and recreational subjects	89	18.5%
2	Health related subjects	72	14.9%
3	Community, world affairs	56	11.6%
4	Consumer education, nutrition, diets	51	10.6%
5	Supplemental income	45	9.3%
6	Personal development subjects	40	8.3%
7	Religion, spiritual development	30	6.2%
8	Personal, family life, home	22	4.6%
9	Training for a new job	20	4.2%
10	Ethnic appreciation	19	3.9%
11	Social action training	18	3.7%
12	Academic courses: High school, college	9	1.9%
12	Other*	9	1.9%
13	Basic education: Reading, Math, Citizenship	2	0.4%
	Total	482	100.0%

* Conversational Spanish, map reading, music, travel films, piano and organ lessons, business and stock market information, lip reading, minor VW repair, oil painting.

Item 2

Please check (✓) the program activities in which you would be most likely to participate (you may check more than one).

Rank Order of Items in Response to, "Please check the program activities in which you would be most likely to participate (you may check more than one)."

Rank		Frequency of Responses	Percent of Total Responses
1	Museum tours, demonstrations, field trips, visits	100	14.0%
2	Film series	84	11.7%
3	Lecture series	57	8.0%
4	Travel study	55	7.7%
5	Dancing lessons	45	6.3%
6	Information bulletins, newsletters, mailings	44	6.2%
7	Dances	43	6.0%
8	Physical fitness programs	33	4.6%
9	Community awareness	29	4.0%
10	Booktalks, reviews, discussion	28	3.9%
11	Meetings, workshops - one day	25	3.5%
12	Short courses, classes, seminars	23	3.2%
13	Swimming	21	2.9%
14	Golf	17	2.4%
15	On-the-job training	16	2.2%
16	Discussion groups	15	2.1%
17	Sensitivity, human relations training	14	2.0%
17	Other*	12	1.8%
18	Home visits	11	1.5%
19	Role playing simulation exercises	10	1.4%
20	Individual instruction: lessons, tutoring, coaching	9	1.2%
20	Providing books, films, materials	9	1.2%
20	Conferences, workshops - over one day	9	1.2%
21	Regular academic courses	6	0.8%
	Total	715	100.0%

* Yoga; recorder group playing; gardening; field trips; bridge; volley tennis; tennis; crafts; tours; cooking; music lessons; economics.

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Item 3

Where should the program for older adults be located? (You may check (✓) more than one location).

Rank Order of Items in Response to, "Where should the program for older adults be located? (You may check (✓) more than one location)"

Rank		Frequency of Responses	Percent of Total Responses
1	Community Centers	112	32.5%
2	School or college buildings	99	28.7%
3	Churches	46	13.3%
4	Public agency buildings	37	10.7%
5	In home through television, visits, independent study, etc.	19	5.5%
6	Private agency buildings	17	4.9%
7	Plant, store, other business location	9	2.6%
8	Other*	6	1.8%
	Total	345	100.0%

* Mall; park; near transportation; gas stations; golf courses.

Item 4

If you were to participate in the program, which of the following services would you like to see provided? (You may check (✓) more than one.)

Rank Order of Items in Response to, "If you were to participate in the program, which of the following services would you like to see provided? (You may check (✓) more than one.)"

Rank		Frequency of Responses	Percent of Total Responses
1	Senior center or club	77	18.8%
2	Transportation	72	17.6%
3	Recreational, social activities	65	15.8%
4	Health services	46	11.3%
5	Meals	42	10.2%
6	Newsletter, radio, T.V., other information or referral services	32	7.8%
7	Employment assistance	23	5.6%
8	Pre-Retirement program	19	4.6%
9	Financial Aid	17	4.1%
10	Religious services	9	2.2%
11	Counseling	8	2.0%
	Total	410	100.0%

Item 5

In setting up a program for older adults, Cerritos College should emphasize which of the following (please check (✓)):

Rank Order of Items in Response to, "In setting up a program for older adults, Cerritos College should emphasize which of the following"

Rank		Frequency of Responses	Percent of Total Responses
1	Coping better with daily life problems--health, finance	68	23.8%
2	Social development - understanding self and others	51	17.8%
3	Retirement preparation	44	15.4%
4	Training for voluntary personal or community services	41	14.3%
5	Intellectual development, general education, academic study	24	8.4%
5	Preparation for paid employment	24	8.4%
6	Spiritual or religious development	21	7.3%
7	Basic or remedial education; math, reading citizenship	12	4.2%
8	Other*	1	0.4%
	Total	286	100.0%

* Varied programs.

Item 6

This college offers occupational training in many areas. Below are listed several areas where it is believed that job openings exist for older adults. Please check any area you would be interested in receiving occupations training?

Rank Order of Items in Response to, "This college offers occupational training in many areas. Below are listed several areas where it is believed that job openings exist for older adults. Please check any area you would be interested in receiving occupations training?"

Rank		Frequency of Responses	Percent of Total Responses
1	General Office Services	17	11.1%
2	Investment	15	9.8%
3	Recreation Aide	14	9.1%
3	Real Estate and Insurance	14	9.1%
4	Nursery School Assistant	13	8.5%
4	Food Services	13	8.5%
4	Ornamental Horticulture	13	8.5%
5	Medical Assistant	12	7.8%
6	Accounting	9	5.9%
7	Salesmanship	7	4.6%
8	Cosmetology	5	3.3%
9	Machine Tool	4	2.6%
10	Numerical control	3	2.0%
10	Plastics Manufacturing Technology	3	2.0%
11	Drafting	2	1.3%
11	Outboard Engine Repair	2	1.3%
11	Metal Finishing Technology	2	1.3%
	Total	153*	100.0%

* One hundred and two individuals (102) or 60.7% did not respond to this section of the questionnaire.

Item 7

Can you think of any other areas in which you would like to receive occupational training?

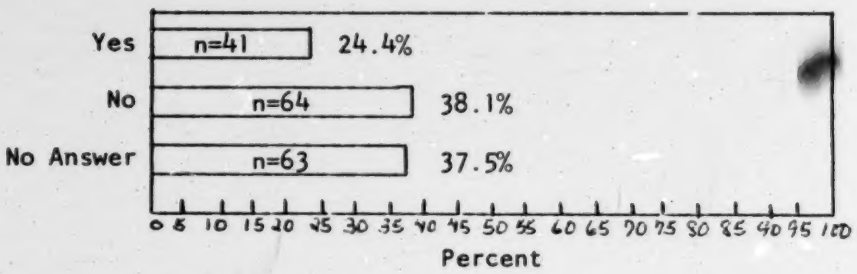
Other areas respondees stated they were interested in receiving occupational training:

auto repair (2); lawn mower repair and maintenance; small appliance repair; apartment management; flower arranging; florist trainee; basic sewing; brush-up course in nursing; computer field.

Item 8

Would you be interested in visiting our career guidance center to explore employment possibilities?

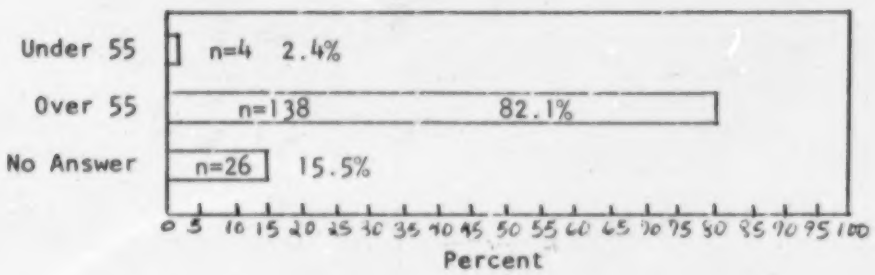
Categories of Answers	Number of Responses	Percentage
Yes	41	24.4%
No	64	38.1%
No Answer	63	37.5%
Total	168	100.0%



Item 9

Your age:

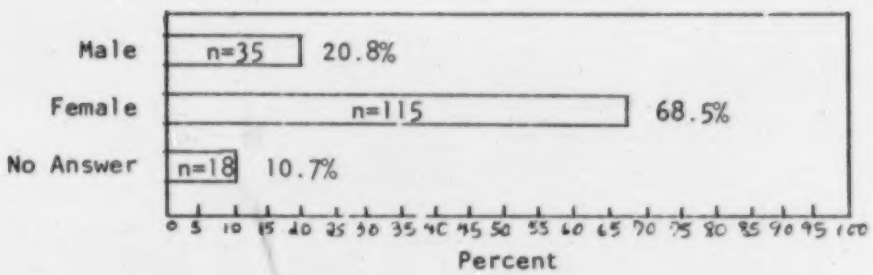
Categories of Answers	Number of Responses	Percentage
Under 55	4	2.4%
Over 55	138	82.1%
No Answer	26	15.5%
Total	168	100.0%



Item 10

Your sex:

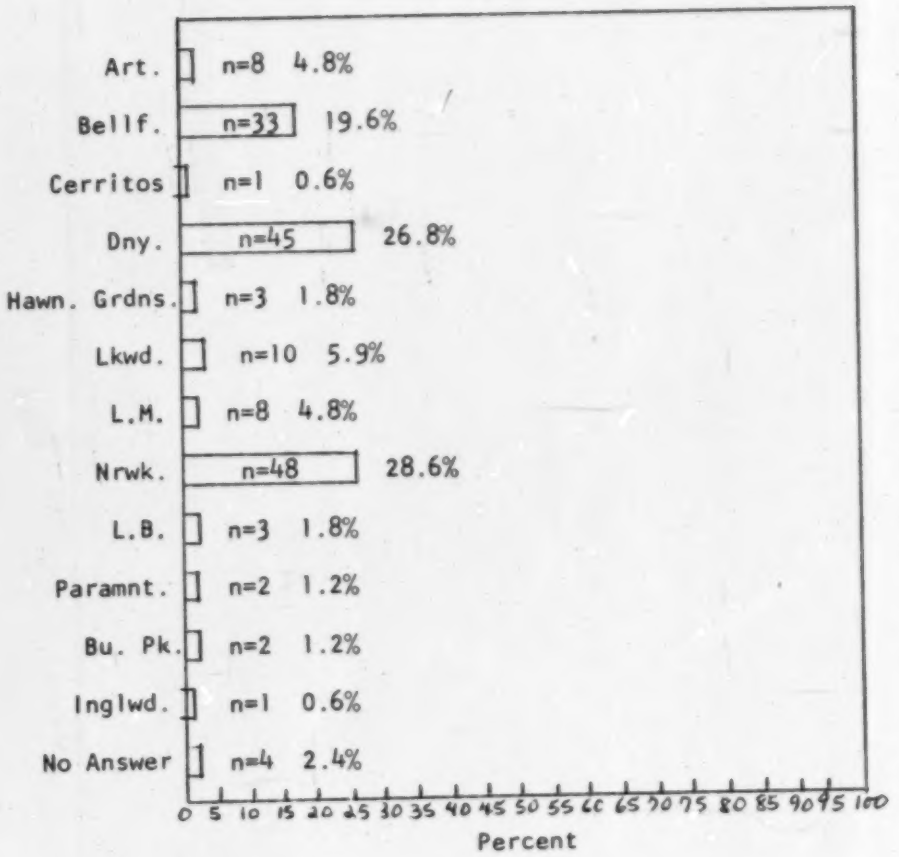
Categories of Answers	Number of Responses	Percentage
Male	35	20.8%
Female	115	68.5%
No Answer	18	10.7%
Total	168	100.0%



Item 11

Your place of residence:

Categories of Answers	Number of Responses	Percentage
Artesia	8	4.8%
Bellflower	33	19.6%
Cerritos	1	0.6%
Downey	45	26.8%
Hawaiian Gardens	3	1.8%
Lakewood	10	5.9%
La Mirada	8	4.8%
Norwalk	48	28.6%
Long Beach	3	1.8%
Paramount	2	1.2%
Buena Park	2	1.2%
Inglewood	1	0.6%
No Answer	4	2.4%
Total	168	100.0%



Item 12

Further comments are welcome (please use the back of these pages).

1. Would like a list sent of events and services to home address.

2. The Whittman school on Shoemaker off 166th St. is excellent location for myself and others who have recently moved into condominiums near the school, and who may have no transportation.

3. Thank you all for taking the trouble and time to help the "older folk". A lot really need the help. An Idea: could a small craft class be organized - such as; small toys; quilting bee's; baby quilts? Small useful gifts for grandchildren's birthdays and for christmas gifts.

4. Thank you.

5. Would like to have and attend a senior club that is not for just one group of people and forget there are other members in the club. I think if Cerritos College had a senior club with recreational and hobby and trips. Plus discussion groups and activities. Have senior citizen club take in Hawaiian Gardens; Lakewood; & La Mirada, Norwalk, Artesia, Cerritos, & the rest in the community. Thank you Beatris Hoffman. P.S.: Enjoy the seminars. That has been in the past.

6. I am an American Red Cross Volunteer at Kaiser Hospital - 1 afternoon a week. Adult general sewing class - "double knits" - will attend my 3rd semester this Fall - 1 morning a week.

7. I would help find the solution of the senior citizen not to lose their home because of taxes. Sad state of affairs home owners not being able to pay taxes.

8. The film series has been excellent.

9. I would be interested in a part-time job. Can still take shorthand (Gregg) and type. Could do typing at home. My typewriter has a 12-inch carriage. Sincerely, Pearl E. Goff, 9250 Brookshire, Apt. 101, Downey, CA, 90240. 862-4486.

10. I would, along with many others, like to see the City of Downey become more interested in senior citizens needs with an assurance of real cooperation - any help that Cerritos can convey to our people would be appreciated.

11. Member CRTA-NRTA - Long Beach; AARP - Downey.

12. The films music programs and other entertainment offered last year in Burnight Center were excellent. I do not know why they were not better attended. I would like to see those continued and somehow make people aware of them so the place would be packed.

13. I have been especially interested in the travel picture series, which are always excellent.

14. I have wanted to visit Cerritos for a long time. However, no transportation - why isn't there a bus going that way. I don't drive, don't have a car. I think you have a lovely center there. I was able to get a ride once with a lady. Thank you for reading my gripe. Mrs. M. Folk, 8429 Florence Ave., Downey, CA.

15. I am interested in meals to be served in Downey for senior citizens at a cost that would not be to expensive. Cities such as Long Beach, Huntington Park have this for seniors - why not Downey?

16. If buses are furnished please let them drive up close where there would be no walking or hurring for buses.

17. I am German and have had 3 yrs of it. I would like conversational German. I never get to use it and am losing it. Learn to type as I use the pick and peck.

18. I am interested in social opportunities and self improvement projects.

19. Some friends introduced your travel lecture series & we have signed up for next year. Are looking for ward to these programs. Thank you.

20. As one approaching her seventhieth birthday and still gainfully employed, I would be most interested in activities in the evening. I realize it is difficult for some to drive after dark but maybe with car pools it would be possible. Would be willing to share my transportation with those close by. Sincerely yours, Lila Hawkins, 18006 Rosetone, Artesia, CA, 90701.

21. Make this for two people - my husband accidentally threw his envelope out. Thank you. I have been a nurse (no special training) with a Dr. Would like to go for a course to brush up - have forgotten my medical terms.

22. You have a good planning program. We will need adequate publicity to reach all concerned.

23. This was sent to "Mr. & Mrs." so place should be provided for both. I agree with all checks, but I would like a session on the metric system so I can translate cooking instructions, sewing patterns, knitting, & crocheting instructions, etc. Mrs. Robert C. Desmond.

24. I would like to participate in a lot of things, but just now I am not able to. Had a pace maker put in in May and still under Dr.'s. care. For some reason it has not worked out very well. Thanks for letting me know what's going on. I'm 67 and was very active until this happened. Hope I will still receive your letters until I am able to go to the meetings. Thank you, Mrs. Bertha Menge; 14602 Dumont Ave., Norwalk, CA, 90650.

25. Would like very much to have a bus that will take us to Buena Park, Whittwood, and Whittier from La Mirada instead of just the La Mirada area. One Sunday a senior citizen would like to eat out at after church services - but no way. Half Century Club. Mary Moore. Why not have in different location, cottages with the cheaper rent such as they have in other states. That would be something real nice.

SUMMARY AND CONCLUSIONS

1. Concerning subject matter areas of importance "Hobby and recreational subjects" received the greatest percentage of responses (18.5%) followed in rank order by "Health related subjects" (14.9%); "Community, world affairs" (11.6%) and "Consumer education, nutrition, diets" (10.6%). See Item 1 page 2 for a rank order of other subject matter areas.
2. The program activities that the senior citizens would be most likely to participate in were: (ranks 1 to 10) "Museum tours , demonstrations, field trips, visits" (14.0%); "Film series" (11.7%); "Lecture series" (8.0%); "Travel study" (7.7%); "Dancing lessons" (6.3%); "Information bulletins, newsletters, mailings" (6.2%); "Dances" (6.0%); "Physical fitness programs" (4.6%); "Community awareness" (4.0%); and "Booktalks, reviews, discussions" (3.9%). See Item 2 page 3 for the other program activities in which senior citizens would be likely to participate.
3. The location, where programs for older adults should be located, receiving the greatest percentage of responses (32.5%) was "Community Centers" followed in rank order by "School or college buildings" (28.7%); "Churches" (13.3%) and; "Public agency buildings" (10.7%). See Item 3 page 4 for the ranking of other locations.
4. Services participating senior citizens would like to see provided were: (rank 1 to 5) "Senior center or club" (18.8%); "Transportation" (17.6%); "Recreational, social activities" (15.8%); "Health services" (11.3%) and; "Meals" (10.2%). See Item 4 page 5 for other services participating senior citizens would like to see provided.

5. In setting up a program for older adults the senior citizen felt that Cerritos College should emphasize the following: (ranks 1 to 5) "Coping better with daily life problems--health, finance" (23.8%); "Social development-understanding self and others" (17.8%); "Retirement preparation" (15.4%); "Training for voluntary personal or community services" (14.3%); "Intellectual development, general education, academic study" (8.4%). See Item 5 page 6 for a rank order of the other items.

6. The occupational areas that senior citizens would be interested in receiving occupations training were: (rank 1 to 5) "General Office Services" (11.1%); "Investment" (9.8%); "Recreation Aide", "Real Estate" and "Insurance" (9.1%); "Nursery School Assistant", "Food Services", "Ornamental Horticulture" (8.5%) and; "Medical Assistant" (7.8%). See Item 6 and 7 page 7 and 8 for other occupational areas of interest.

7. Twenty four percent (24.4%) of the senior citizens who responded to the survey stated they would be interested in visiting the career guidance center to explore employment possibilities, thirty eight percent (38.1%) said "No", and thirty seven percent (37.5%) would not make a commitment.

8. Concerning age two percent (2.4%) of the respondees were "under 55", eighty-two percent (82.1%) were over 55, and fifteen percent (15.5%) did not answer.

9. Concerning the sex of the respondees twenty percent (20.8%) were males, sixty eight percent (68.5%) were females, and ten percent (10.7%) did not answer.

10. Concerning place of residence the largest percent of respondees lived in Norwalk (28.6%), Downey (26.8%), and Bellflower (19.6%).

APPENDIX A

Cerritos College

11110 East Alondra Boulevard, Norwalk, California 90650 (213) 860-2451

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July 23, 1974

Dear Golden Key Card Holder:

We at Cerritos College are presently engaged in preliminary planning to develop an outstanding program of services for the senior citizens in the community. In this regard, it would be very helpful if you would please take a few minutes of your time to complete the enclosed questionnaire and return it to us in the self-addressed stamped envelope provided.

We are particularly desirous of obtaining your responses because without your help it will be very difficult to develop a relevant program of services for seniors like yourself who reside within the College district.

It will be appreciated if you will complete the questionnaire as soon as possible, and return it in the stamped envelope enclosed. Other phases of this program and of services for the senior citizen cannot be carried out until we complete the analysis of this questionnaire data.

We would welcome any comments that you may have concerning any aspect of the program not covered in the questionnaire. We will be pleased to send you a summary of the questionnaire results if you desire. Thank you for your cooperation.

Sincerely yours,

Nello Di Corpo
Dean of Community Services

als

Cerritos Community College District Board of Trustees: Kate Nardi, President; Louise Hastings, Vice President; Charles Hoag, Secretary; Joe J. Perez; Ernest S. Tuttle; Richard T. Tredwell, Members; Dr. Richard Michael, Principal Superintendent

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COMMUNITY SERVICES QUESTIONNAIRE

Cerritos Community College is planning to develop a program of services for the older adults in this community. Would you please take a moment to give us your opinion on what types of services should be offered.

You are not asked to provide your name or any other identifying data and your responses will be completely confidential.

AREAS OF INTEREST

1. Please check (✓) any of the following subject matter areas that are important to you.

_____ Health related subjects
_____ Community, world affairs
_____ Basic education: Reading, Math, Citizenship
_____ Ethnic appreciation (non-academic, art, literature, music)
_____ Academic courses: High school, college
_____ Consumer education, nutrition, diets
_____ Social action training
_____ Personal, family life, home
_____ Personal development subjects (e.g., public speaking, driving, grooming, personal understanding, etc.)
_____ Religion, spiritual development
_____ Hobby and recreational subjects
_____ Supplemental income
_____ Training for a new job
_____ Other _____

PROGRAM ACTIVITIES

2. Please check (✓) the program activities in which you would be most likely to participate (you may check more than one).

_____ Community awareness
_____ Lecture series
_____ Booktalks, reviews, discussion
_____ Home visits
_____ Information bulletins, newsletters, mailings
_____ Museum tours, demonstrations, field trips, visits
_____ Role playing, simulation exercises
_____ Film series
_____ Regular academic courses
_____ Travel study
_____ On-the-job training
_____ Individual instruction: lessons, tutoring, coaching
_____ Short courses, classes, seminars
_____ Discussion groups
_____ Providing books, films, materials
_____ Meetings, workshops - one day
_____ Conferences, workshops - over one day
_____ Sensitivity, human relations training
_____ Physical Fitness programs
_____ Dances
_____ Dancing Lessons
_____ Swimming
_____ Golf
_____ Other _____

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LOCATION

3. Where should the program for older adults be located? (You may check (✓) more than one location.)

_____ School or college buildings
_____ Community Centers
_____ Churches
_____ Public agency buildings (library, city hall, public housing, etc.)
_____ Private agency buildings (YMCA, hospital, etc.)
_____ In home through television, visits, independent study, etc.
_____ Plant, store, other business locations
_____ Other, please describe: _____
_____

SERVICES

4. If you were to participate in the program, which of the following services would you like to see provided? (You may check (✓) more than one.)

_____ Transportation
_____ Meals
_____ Health services
_____ Financial aid
_____ Newsletter, radio, T.V., other information or referral services
_____ Recreational, social activities
_____ Employment assistance
_____ Counseling
_____ Religious services
_____ Pre-Retirement program
_____ Senior center or club
_____ Other: _____
_____

PROGRAM EMPHASIS

5. In setting up a program for older adults, Cerritos College should emphasize which of the following (please check (✓)):

_____ Basic or remedial education; math, reading, citizenship
_____ Training for voluntary personal or community services
_____ Coping better with daily life problems--health, finance
_____ Spiritual or religious development
_____ Intellectual development, general education, academic study
_____ Social development - understanding self and others
_____ Preparation for paid employment
_____ Retirement preparation
_____ Other, please explain: _____
_____

OCCUPATIONAL TRAINING

6. This college offers occupational training in many areas. Below are listed several areas where it is believed that job openings exist for older adults. Please check any area you would be interested in receiving occupations training?

_____ General Office Services
_____ Accounting
_____ Real Estate and Insurance
_____ Salesmanship
_____ Investment
_____ Journalism
_____ Nursery School Assistant
_____ Food Services
_____ Medical Assistant
_____ Recreation Aide
_____ Ornamental Horticulture
_____ Cosmetology
_____ Drafting
_____ Outboard Engine Repair
_____ Metal Finishing Technology
_____ Machine Tool
_____ Numerical Control
_____ Plastics Manufacturing Technology

7. Can you think of any other areas in which you would like to receive occupational training?

_____

8. Would you be interested in visiting our career guidance center to explore employment possibilities? Yes ___ No ___

9. Your age: Under 55 ___ 55 or over ___

10. Your sex: Male ___ Female ___

11. Your place of residence:

_____ Artesia
_____ Bellflower
_____ Cerritos
_____ Downey
_____ Hawaiian Gardens
_____ Lakewood
_____ La Mirada
_____ Norwalk

Other _____

12. Further comments are welcome (please use the back of these pages).

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CLEARINGHOUSE FOR
JUNIOR COLLEGE
INFORMATION